

Portal Authority Board of Directors

MINUTES

Portal Authority Board of Directors Special Meeting

October 6, 2005

1:30 p.m. – 4:00 p.m.

Legislative Services Building

200 E. 14th Ave.

Hearing Room A, 1st Floor

Denver, CO

I. Call to Order: 1:35 p.m., Chairman Cadman

A. Roll Call

Attendees: Arrowsmith, Cadman, Cooke, Dennis, Feingold, Jenik, Marroney, May, Picanso, Sobanet, Wells, Williams, T.

Excused: Groff, Wells

Notes transcribed by Angie Onorofskie, Statewide Internet Portal Authority

Quorum Established

II. Approval of Minutes

Chairman Cadman called for a motion to approve the September 1, 2005 SIPA Board meeting minutes.

MOTION: To approve the September 1, 2005 SIPA Board meeting minutes.

Arrowsmith/Cooke

APPROVED UNANIMOUSLY

Chairman Cadman called for a motion to approve the September 14, 2005 SIPA Board meeting minutes.

MOTION: To approve the September 14, 2005 SIPA Board meeting minutes.

Cooke/ Sobanet

APPROVED UNANIMOUSLY

III. Committee Reports

A. Business Committee, Michael Cooke

No report.

B. Contracts Committee, Richard Westfall

Richard Westfall, SIPA legal counsel, provided an update on behalf of the Contracts Committee regarding:

1. Service Level Agreement

A Service Level Agreement (SLA) has been drafted for the housing and hosting of equipment at the data center. Richard Westfall believes the agreement is straightforward, and he recommends approval of the document signified by the SIPA Chair's signature.

2. EGE Agreement

Richard Westfall provided a brief background on the nature of EGE agreements. The master contract between SIPA and NIC (Colorado Interactive's parent company) states that there will be contracts between SIPA and the eligible governmental entities, which are referred to as EGE agreements (similar to an MOU). The first EGE will be between SIPA and the Department of Revenue, which is nearly ready for review and approval. It is the intention to use the EGE with DOR as a template for future EGE agreements. Richard Westfall noted that Nolan Jones at the Department of Revenue has been invaluable in the process. There are a couple of minor issues regarding the EGE agreement, but they should be worked out very soon.

MOTION: To authorize the SIPA Chairman to sign the EGE once it is complete.

Cooke/Feingold

APPROVED UNANIMOUSLY

ACTION ITEM: Once complete, the EGE will be sent to Bill Cadman, SIPA Chair for approval and signature.

C. Finance Committee, Henry Sobanet

Henry Sobanet, Chair of the Finance Committee and SIPA Treasurer, stated that he submitted a year-to-date financial report to the SIPA Board at the last meeting. The Finance Committee and Gregg Rippey have a meeting scheduled Tuesday, October 11, 2005 to work on the annual budget. The Finance Committee has a better idea of finances now that the contract is in place between Colorado Interactive and Department of Revenue concerning the sale of motor vehicle records. Henry Sobanet stated that to this point, SIPA has been using federal flexible funds to pay for operating costs. He acknowledged that in addition to funding from drivers records, other future applications will provide funding for the portal. A comprehensive financial plan can be expected at the November meeting.

ACTION ITEM: The Finance Committee will present a comprehensive financial plan at the November meeting.

D. Personnel Committee, Rep. Cadman

Representative Cadman, Chair of the Personnel Committee, stated that Don Ravenscroft has been selected as the new SIPA Executive Director, and the final details are being handled. He deferred to Richard Westfall, SIPA legal counsel, to discuss legal issues surrounding personnel.

Richard Westfall stated that Michael Cooke approached the Colorado Housing and Finance Authority (CHFA) to see if it would be possible for their organization to handle SIPA's employees since SIPA is a very small organization and most of its functions are outsourced. Both SIPA and CHFA have had labor and employment attorneys evaluate the issue, and they have determined that it would be a feasible solution. There will be two sets of documents to solidify the agreement. The first document would be an MOU, providing an employee leasing arrangement between CHFA and SIPA. CHFA would provide payroll services, benefits, etc. for the employees, and SIPA would pay CHFA for the leasing service. SIPA would be responsible for the actions of its employees. The other document would be an employment contract between CHFA and the specific employee.

Representative Cadman asked if the MOU would be considered a contract.

Richard Westfall stated that the MOU does serve as a contract.

Representative Cadman asked Richard Westfall if he recommended that the Board make a motion for the Chair to be authorized to enter into an agreement with CHFA on behalf of SIPA.

Richard Westfall stated that it would be a good idea to have the Chair sign the agreement since SIPA only meets once per month so that the process of hiring the new Executive Director could move forward.

MOTION: To authorize the SIPA Chair to enter into an MOU providing an employee leasing arrangement with CHFA.

Discussion:

Jack Arrowsmith asked if Richard Westfall would represent SIPA if there were a labor dispute.

Richard Westfall stated that he would represent SIPA if that situation were to arise.

Henry Sobanet thanked Michael Cooke for coming up with a very creative solution.

Cooke/Feingold

APPROVED UNANIMOUSLY

Discussion:

Henry Sobanet asked what the expected timeline was to get Don Ravenscroft on board.

Representative Cadman stated that the committee would move as quickly as possible. The Personnel Committee will meet with Don Ravenscroft, and any Board members are welcome to join the meeting.

IV. Old Business

No discussion.

V. New Business

A. Colorado Interactive (CI) Update, Rich Olsen

Prioritization Matrix:

CI received the revised prioritization document from the Business Committee. They have re-scored the applications based on the matrix, and the Annual Business Plan has been updated to reflect the scoring. However, Rich Olsen noted that the order of the applications listed in the Annual Business Plan can change, and the matrix will become self-sorting.

Security:

CI has met with Mark Weatherford (Colorado State Security Officer) several times to discuss portal security. Rich Olsen stated that VISA and MasterCard require quarterly scans of systems that accept transactions. These requirements are effective this year in accordance with the Data Security Standards. NIC (Colorado Interactive parent company) has contracted with one of the five companies authorized to perform the scans. The issue is being taken very seriously.

Representative Cadman clarified that the scan stops at Colorado Interactive so it is essentially a buffer for departments.

Rich Olsen confirmed that that was correct.

Bob Feingold asked if departments would incur a cost in the event that they requested information.

Rich Olsen stated that in order for departments to get the information, they would have to enter into a contract with one of the five companies that perform the scans. In effect, it is easier for the departments to work with the portal.

Motor Vehicle Records:

Colorado Interactive has contracted with the Department of Revenue in order for CI to serve as the prime vendor of state motor vehicle records. This is a major milestone for the portal, as the funding cornerstone is complete. The four current vendors were approached, and all four vendors have signed the contract. Three other vendors have also been contacted.

Rich Olsen thanked Nolan Jones for putting in several 12 -hour days to help with the process. Nolan went above and beyond the call of duty, and he was integral in the process.

Rich Olsen stated that the contracts are one issue, and the infrastructure is another issue. Mark Church, CI Director of Development, has been working for fourteen days straight to get the infrastructure up and running. The data center was kind enough to allow CI to house the infrastructure before the SLA was complete. Therefore, the vendors have been able to login and test. The upcoming schedule for driver's records is as follows:

- October 15, 2005 – the records will be switched over to the new infrastructure
- October 17, 2005- the portal will begin charging for the records

Discussion:

Senator May asked if the vendors could be disclosed in the open meeting.

Rich Olsen stated that the four current vendors are: Choice Point, IIX, USIS, and ADR. The three additional vendors that have been contacted include: Samba, Explore, and Inside America.

Gerald Marroney asked if state agencies would be charged for records.

Rich Olsen stated that government entities could share information at no cost. For example, if the Department of Natural Resources needed to get records for a ranger, they could do so at no cost.

Gerald Marroney asked if judges would be able to get records through the portal and if there was a cost attached.

Rich Olsen stated that agencies could obtain the records after the phase two is complete. The two phases include:

- Phase One: This is the phase about to begin. These are bulk records that can only be obtained from authorized vendors.

- Phase Two: Interactive pulling of records. For example, a judge would be able to login to the site and pull the data. Of course, the judge would have to sign an agreement first.

Michael Cooke clarified that records could still be obtained directly from the Department of Revenue.

Senator May asked if the records being discussed were driver history records. He also asked if these are the records that the law enforcement uses.

Michael Cooke stated that the records being discussed are subject to the Driver Privacy Protection Act. Only authorized users can obtain the records, and CI will have to audit the authorized users.

Senator May asked how far back the records are kept.

Michael Cooke stated that they go back quite far, and she could get the exact timeline. There are 14 million records in the database.

Senator May asked how many driver licenses are issued in Colorado.

Michael Cooke stated that there are about 4 million.

Jack Arrowsmith asked how the process would work for local government entities.

Rich Olsen stated that after the interactive phase is up and running, local government entities could also obtain records at no charge.

Schedule of upcoming events:

CI handed to the Board an NIC marketing pamphlet and a schedule of upcoming events over the next three to four months.

Rich Olsen noted that each of the tasks have subtasks, but only the milestones are listed on the schedule.

- Business Plan- the Annual Business Plan will be delivered to the Board within the next few weeks.
- EGE Finalized – the EGE will be finalized very soon. There are a few minor details to be worked out.
- Office Lease– CI hopes to be in a permanent office space by January 1, 2006 after they hire additional employees
- Bulk Records – mid October – currently testing
- Content Management System – migration to new Colorado.gov infrastructure would begin mid- December

Rich Olsen pointed out that the migration of Colorado.gov would begin in mid-December. CI would need approval of a task order to go forward with acquisition of the content management software.

Discussion:

Michael Cooke stated that there have been some discussions about the Business Committee handling the task orders.

Rich Olsen acknowledged that a task order would be needed to pay for the system out of the \$2.7 million portal funds.

Senator May asked if the process of collecting through the payment engine would begin on November 1, 2005.

Rich Olsen answered no. The project to establish the payment engine and interface with COFRS will begin in November, but payment processing would not occur until mid-December or January.

Senator May asked if the statutory fee goes back to the department through COFRS.

Rich Olsen stated that the physical money resides at Treasury, but COFRS will indicate that the fee was allocated to the appropriate department.

Senator May stated that he thought the department had to go to JBC to get funds appropriated.

Henry Sobanet clarified that the current discussion concerns revenue to the department from all clients of the department, including citizens and businesses. The payment engine would collect revenue that comes through the portal. Appropriated fees affect the budget and are unrelated to department revenues.

Rich Olsen stated that interfacing with COFRS is not the difficult portion of the payment engine, rather the difficulty comes from department reconciliation.

Rich Olsen also added that vehicle registration could eventually be tied into the CSTARs program so that citizens could register their vehicles online.

Bob Feingold asked about the original question, which was how to handle the content management task order.

Senator May asked what would happen if a citizen needed to get an inspection before the vehicle registration could be renewed.

Michael Cooke stated that Envirotest would be hooked into the system. The vehicle couldn't be registered until the test was done, and the county clerk would know whether or not the citizen had gotten the test. Michael Cooke stated that there is currently some interface with Envirotest, but it is not in real time. The new system would be in real time.

Jack Arrowsmith reverted back to CI's original question, which was how the content management task order should be handled. He clarified that CI was asking how to move forward since there is a price tag attached to the task order items, outside of the self-funded model. Jack Arrowsmith affirmed that this seems appropriate for committee work. He asked if the Business Committee was the best option or if an entirely new committee should be formed to handle task orders.

Bob Feingold stated that there would be several task orders in the future. He suggested that the Business Committee could convene to get the process in line, and then task orders could be initiated at any time. He stated that it is best to delegate as much as possible to the Executive Director. Bob Feingold suggested that the Board move away from a management Board and operate more as an oversight Board.

Jack Arrowsmith stated that task order items are very different than self-funded items. He also understood that there wouldn't be very many task order items.

Richard Westfall clarified that the master contract states that portal services (included in the Annual Business Plan) would be handled under the self-funded model. Task orders are separate, unusual services that utilize SIPA funds.

Bob Feingold stated that he simply suggested creating a process so that the Board didn't have to reinvent the wheel every time a task order arises.

Michael Cooke suggested that the Business Committee meet with Rich Olsen of Colorado Interactive to execute the content management task order, as well as create a process for executing future task orders.

ACTION ITEM: The Business Committee will meet with Rich Olsen of Colorado Interactive to execute the content management task order, as well as to create a process for executing future task orders.

Rich Olsen noted that it is apparent in the schedule that the building blocks of the portal are underway. However, he stated that those are not necessarily quick wins. The portal needs some quick wins before the Legislature convenes. Rich Olsen listed some possible quick wins for big splashes:

- Live chat with the Governor
- Governor's Budget Tool (citizens can adjust the budget- to see how it works)

- eDemocracy Portal (a big hit in Maine) – lists polling locations, bios etc.

eGovernment Leadership Summit:

NIC is holding an eGovernment Leadership Summit in Chicago, October 25-27. Representatives from NIC state partners convene to discuss lessons learned. CI invited all Board members, as there is no limit as to how many representatives can attend. Rich Olsen added that it would be great if, at least, the Board Chair and the new Executive Director could attend. It is a very focused and beneficial event.

Discussion:

Senator May stated that October 28, 2005 is a very important meeting for the IMC.

Gerald Marroney asked if there would be any topics at the summit regarding functions of courts that are available on other portals.

Rich Olsen stated that there isn't a specific topic about that, but he could ask the other states what they are doing through the NIC list serve.

ACTION ITEM: CI to find out what court functions are available on other NIC portals and report back to Gerald Marroney.

Jack Arrowsmith requested that CI deliver the Annual Business Plan to the Board before the November meeting.

Rich Olsen confirmed that the Board would have the Annual Business Plan before the next meeting. He will also bring the General Manager's report.

ACTION ITEM: CI to deliver Annual Business Plan to the SIPA Board prior to the November meeting.

Greg Jenik asked if there was a plan to launch marketing and PR.

Rich Olsen stated that every application would have a marketing/PR splash.

Gerald Marroney asked if Colorado Interactive could get an electronic copy of Cathilea Robinet's presentation from the eGovernment Leadership Summit.

ACTION ITEM: CI will get an electronic copy of Cathilea Robinet's presentation to be given at the eGovernment Leadership Summit and distribute this and other relevant handouts to the Board.

B. SysTest Update, Bob Halsey

Bob Halsey reported that the PMO/IV&V team has been concentrating on reviewing Colorado Interactive's Annual Business Plan. Generally, Colorado Interactive has been implementing about 75 percent of the PMO/IV&V team's suggestions.

PMO/IV&V Activities for September:

September Deliverables

- Revised 30-Day Deliverable Review – September 21
- 90-Day Deliverable Review – September 29
- Revised 60-Day Deliverable Review – September 30
- Revised Change Management Process Review – September 30

Other Significant Activities

- Colorado Interactive and PMO/IV&V Status and Planning meeting – October 3

PMO IV&V Activities Planned for October:

October Deliverables

- 120-Day Deliverable Review
- Revised 90-Day Deliverable Review
- Revised 120-Day Deliverable Review
- CI Content Management and Identity Management Task Order Reviews

Other Significant Activities

- Monthly CI and PMO/IV&V Status and Planning Meeting

eRoom:

Bob Halsey reported that only 28 out of 120 registered eRoom members have logged in recently.

Michael Cooke asked what the benefit is of utilizing the eRoom. She stated that it didn't seem like this was a very cost-effective tool.

Bob Halsey stated that the eRoom is a document repository and a discussion forum.

Jack Arrowsmith asked the audience if and how they benefit from the eRoom.

Audience Response:

Ben Neivert, of Trudeau and Associates, stated that the eRoom is a collaborative environment, but the discussion function isn't being utilized. He stated that it is

helpful for him because the eRoom automatically sends an e-mail to inform him that something has been added or updated in the eRoom.

Kevin Capp, of the Town of Castle Rock, stated that he has used the discussion forum a couple of times. He was able to discuss an issue with another local government stakeholder, but the use of this tool has been very limited.

John Naraas, of SysTest Labs, stated that the current PMO/IV&V task order (Task Order 2) includes the eRoom. Therefore, a new task order would be needed to continue the use of the eRoom. He suggested that this could be a good time to come up with a new strategy. When the SIPA eRoom was originally implemented, it was unknown as to how many people would use it.

Michael Cooke asked what the cost is to utilize the eRoom.

Bob Halsey stated that the cost is \$1,975.00 per month, and that cost expires at the end of October.

ACTION ITEM: the Business Committee will evaluate the usefulness of the eRoom and possibly come up with a new solution.

VI. Agenda Items for Next Meeting

- Introduce the new Executive Director, if hired
- Pro forma financial report
- Status reporting

Discussion:

Chairman Cadman asked if the pro forma would include the self-funded model.

Henry Sobanet stated that the plan would be inclusive of the cornerstone funding. It will be the starting point, and it will continuously evolve.

ACTION ITEM: Angie Onorofskie will send Board members updated contact information and add Gigi Dennis to a committee of her choice.

Next meeting is scheduled for:

Thursday, November 3, 2005

1:30 p.m. – 4:00 p.m.

Legislative Services Building

200 E. 14th Ave.

Hearing Room A, 1st Floor

Denver, CO

VII. Adjournment

Chairman Cadman called for a motion to adjourn the October 6, 2005 Monthly Meeting of the SIPA Board of Directors.

MOTION: to adjourn the October 6, 2005 Monthly Meeting of the SIPA Board of Directors.

Williams, T./ Jenik

APPROVED UNANIMOUSLY

The meeting was adjourned at 2:50 p.m.